

L'ENFANT POST OFFICE NOW A MODEL FOR QUALITY CUSTOMER SERVICE

In its outreach efforts, the Office of the Consumer Advocate (OCA) has heard from many consumers that long lines at Post Offices continue to be a problem. In the past year the Postal Service has remodeled the L'Enfant Post Office, creating a more consumer friendly environment.

Attached are pictures of the L'Enfant Post Office taken on a weekday at noon.

Picture one provides an overview of the *customer service at a glance: business as usual*. The Post Office is busy, but no one is forced to wait in line. At the front of the picture are the stamp shop and retail products displays; farther back is the service counter with a changing display explaining Postal service.

Picture two shows the take a number station with the number currently being served, as well as the wait time – in this photo, 2 minutes. Consumers are freed from the constraints of standing in line. They have the opportunity to prepare materials for mailing or browse the retail area during their wait.

Picture three shows the counter activity with the informational video above. It also shows the number of the customer currently being served, as well as the waiting time for service.

Picture four provides an overview of the Post office from the self-service center. All choices for doing business are visible upon entering the Post Office.

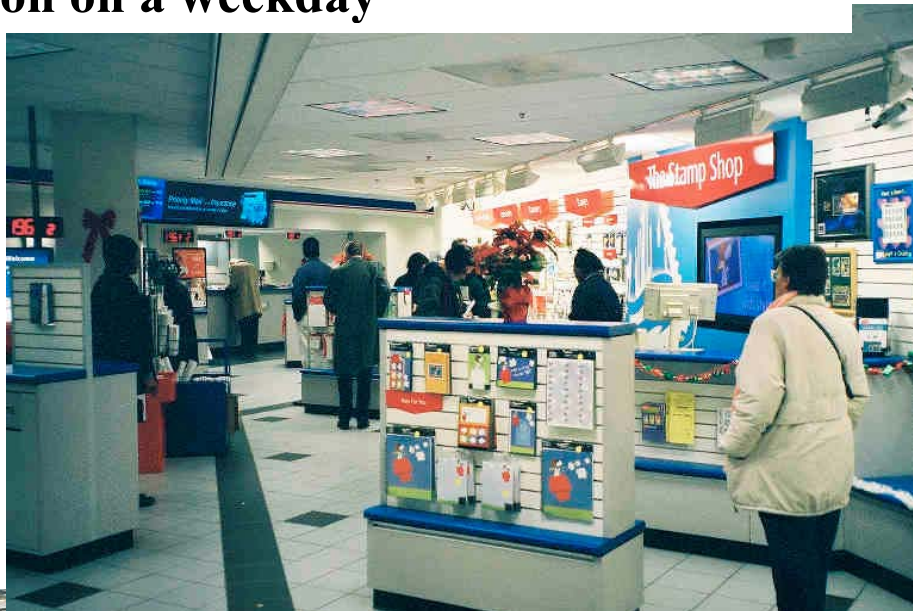
Picture five shows the self-service section complete with counter space for preparations of mailings.

Picture six shows a Postal scale with instructions on how to weigh items for mailing. (Postal scales in other Post Offices are often in obscure places without instructions.)

L'Enfant Post Office

noon on a weekday

1 (Right) – Customer Service at a glance: Business as usual.



2 (Left) - Take-a-number station with length of wait information.

3 (Right) - Changing video with information about postal products and services.

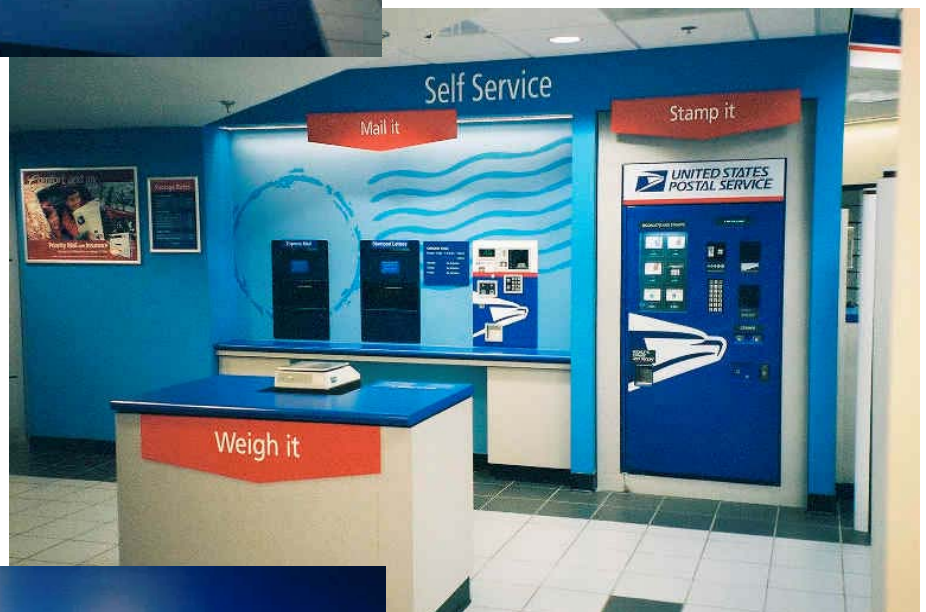


L'Enfant Post Office noon on a weekday



4 (Left) – Customer Service at a glance: all choices for doing business are visible upon entering the post office.

5 (Right) - Easy to use self-service center.



6 (Left) - Postal scale with clear how-to directions.